

Relationship Building Method for Automated Services

Abstract of the Disclosure

A relationship building method for automated services is disclosed, which includes the steps of receiving a contact from a client such as by telephone or over the Internet or other computer network, looking for the client in a client data base, and if the client is in the client data base, then welcoming the client. If the client is calling by telephone and does not like auto attendant, then the client is transferred to a customer service representative. The client is presented with an option of one or more services or goods that are usual for the client as determined by the client data base. If the client selects one of the usual services or goods, then the client request is processed, but if the client does not select one of the usual services or goods, then the client is presented with a list of services or goods from which to select, the new request is entered into the client data base, and the client request is processed. If the client is new, then the client is welcomed and asked for billing and delivery information which is then entered into the client data base. The client is then presented with a list of services or goods from which to select and the new request is also entered into the client data base. The client is presented with a list of delivery methods from which to select. If the services are rendered or the goods are distributed from a plurality of locations, further processing the client request includes creating a plurality of web pages on a computer network, corresponding to the plurality of locations, and posting the client information and the client request information on a web page of the plurality of web pages corresponding to a location which is close to the client. Using telephone caller identification, the client or clients who normally call from the identified telephone number can be identified. Interactive voice response and speed dial numbers corresponding to predetermined services or goods are also included.